



## Job Description Lab Customer Service Representative

Page 1 of 1

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### Position Summary:

This full-time position will encompass duties both as a lab customer service representative. The duties of lab customer service include supporting customers and field representatives by order entry and fulfillment, and lab sample intake process. Supports internal customers by purchase order entry. This position pays \$17-20/hour.

### Essential Job Functions:

1. Communicate directly with customers, suppliers, external labs, internal departments and field representatives regarding orders, quotes, purchase orders, lab results, troubleshooting, questions, etc.
2. Developing sample bottle kits and communicating with Weas shipping department details of kits to be sent out.
3. Developing quotes for customers and field representatives
4. Entering orders placed by customers and field representatives into ordering system.
5. Completing orders in our system to be shipped and invoiced.
6. Entering lab samples into intake database
7. Sending reports to customers/ reps.
8. Scheduling sampling technician support
9. Become proficient with testing meters and reagents
10. Performs quality control tests on Weas products in the chemistry lab
11. Sampling in the field

### Qualification Requirements:

1. GED, Associate degree or equivalent experience.
2. Experience working in a laboratory setting (Preferred)
3. Strong relevant qualitative and quantitative skills.
4. Demonstrated and recognized integrity, sound character, social skills, and leadership ability.
5. Ability to multi-task.
6. Attention to detail.
7. Excellent oral and written communication skills.
8. Good computer skills and willingness to learn systems.